

Our Mission: Delivering excellent public services that address our community's needs and enhance our quality of life

HEALTH AND HUMAN SERVICES GOALS

- **Eliminate barriers to care**
- **Improve the future of Miami-Dade County's children and youth**
- **Promote independent living through early intervention and support services**
- **Provide adequate, quality, and affordable housing equitably throughout Miami-Dade County**
- **Ensure high quality standard of care and customer service Countywide**
- **Ensure universal access to timely and accurate service information and community resources**
- **Develop positive relationships among all groups to promote unity in Miami-Dade County**

Priority Key Outcomes

- Reduced rate of uninsured Countywide
- Improved public transportation to health and human services facilities throughout Miami-Dade County
- Increased access to and quality of child care facilities
- Increased culturally sensitive outreach/prevention and intervention services for Miami-Dade County children, youth and their families
- Young adults with basic education, skills, and values
- Healthier community
- Increased availability of affordable and special needs housing
- Improved customer service and care in health and human services
- Reduction of health and human service unmet needs

| Health and Human Services | | |
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| <p style="text-align: center;">Mission Statement</p> <p style="text-align: center;"><i>“To improve the quality of life and promote maximum independence through the provision of health care, housing, and social and human services to those in need.”</i></p> | | |
| DESIRED OUTCOMES | STRATEGIES | PRELIMINARY PERFORMANCE OBJECTIVE/ KEY PERFORMANCE INDICATOR(S) |
| Reduced rate of uninsured Countywide (priority outcome) | <ul style="list-style-type: none"> ▪ Continue to develop communitywide outreach campaigns to target areas with large uninsured populations and continue enrolling eligible persons in existing programs ▪ Encourage other providers to provide outreach dollars and insurance through Health Flex Plans ▪ Encourage state and local governments to expand eligibility for Medicaid ▪ Encourage expansion of Title XII to include families and immigrant children ▪ Expand outreach to enroll residents in existing programs | <ul style="list-style-type: none"> ▪ 20% reduction in rate of uninsured in Miami-Dade County within two years |
| Improved public transportation to health and human services facilities throughout Miami-Dade County (priority outcome) | <ul style="list-style-type: none"> ▪ Utilize recently-approved transit tax to fund expansion of transportation system with links to health care and social service facilities, particularly in South Miami-Dade County and to low income residents ▪ Ensure ADA compliance on transit routes ▪ Waive/reduce co-pay requirement for STS services and address current service gaps | <ul style="list-style-type: none"> ▪ 90% of users of health and human services satisfied or very satisfied with transit access to health care |
| Increased access to and quality of child care facilities (priority outcome) | <ul style="list-style-type: none"> ▪ Expand the number of child care facilities ▪ Geographically distribute child care facilities in areas of need (with participation by Children’s Trust) ▪ Expand the number of nationally accredited child care facilities ▪ Improve training and expertise of teachers/staff involved in child care ▪ Educate parents/caregivers on the benefits of quality care and education | <ul style="list-style-type: none"> ▪ Increase in number of child care facilities of <amount to be determined with Children’s Trust> in areas of need within 3 years ▪ 40% increase in number of child care facilities with national accreditation within 3 years |

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| <p>Increased access to culturally sensitive outreach/prevention and intervention services for Miami-Dade County children, youth and their families (priority outcome)</p> <p>Young adults with basic education, skills, and values (priority outcome)</p> | <ul style="list-style-type: none"> ▪ Coordinate with Recreation and Culture and Public Safety Strategic Areas to expand access to culturally sensitive outreach/prevention and intervention services for Miami-Dade County children, youth and their families ▪ Provide parenting classes for parents/caregivers ▪ Expand resources for parents (counseling, extra-curricular activities, etc.) ▪ Coordinate with Children's Trust, Miami-Dade County Public Schools, etc. to enhance awareness of available services (relative caregiver program, parent hotline, etc.) ▪ Coordinate with Public Safety Strategic Area in expanding network of programs serving troubled youth by advocating for funding and ensuring non-duplication of services for this population | <ul style="list-style-type: none"> ▪ 90% of users satisfied with accessibility to intervention/prevention services within 3 years ▪ 90% of users satisfied with available parenting/caregiver services within 3 years ▪ 30% increase in graduation rates |
| <p>Healthier community (priority outcome)</p> | <ul style="list-style-type: none"> ▪ Expand disease management at primary care centers ▪ Expand health education through outreach, with information linking residents to services and facilities ▪ Expand outreach efforts to educate the population regarding preventive care ▪ Pursue expansion of school based health care | <ul style="list-style-type: none"> ▪ Pending from Public Health Trust – measure regarding community health status |
| <p>Increased access to full continuum of support services for people with disabilities</p> | <ul style="list-style-type: none"> ▪ Maintain and expand support services for people with disabilities through Jackson Health System, federally qualified health centers, Department of Health and community providers ▪ Coordinate with Transportation Strategic Area to improve access to and customer service for public and special transportation services for people with disabilities | <ul style="list-style-type: none"> ▪ 90% of people with disabilities satisfied or very satisfied with service access within 3 years |
| <p>Increased access to full continuum of support services for targeted special populations, including sexual assault and domestic violence, immigrant and new entrant, mental health, homeless and displaced, substance abuse and recently-released inmate services</p> | <ul style="list-style-type: none"> ▪ Increase priority level in the allocation of funding to targeted special populations ▪ Develop specialized treatment facilities for dually diagnosed individuals, including housing options ▪ Expand mental health services at Locktowns facilities operated by Jackson Health System ▪ Pursue Crisis Intervention Team certification for all police officers ▪ Expand outreach efforts to immigrants and new entrants regarding available health and human services | <ul style="list-style-type: none"> ▪ 5% reduction in re-institutionalization rates for the mentally ill, substance abusers, homeless and recently-released inmates over the next three years ▪ 90% of immigrants and new entrant service users satisfied with services provided within 3 years ▪ 90% of sexual assault and domestic violence victims/survivors satisfied or very satisfied with service access within 3 years |

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| Greater number of elders able to live on their own | <ul style="list-style-type: none"> ▪ Expand home support services for elders ▪ Expand access to adult day care and other senior programs (e.g., case management, financial assistance, food programs, mental health services, etc.) for all geographic areas and ethnic groups ▪ Coordinate with Transportation Strategic Area to improve access to public and special transportation services for elders ▪ Coordinate with Economic Development and Public Safety Strategic Areas to provide consumer fraud protections for elders | <ul style="list-style-type: none"> ▪ 80% of users very satisfied with access to elder services/services provided within 3 years |
| Increased availability of affordable and special needs housing (priority outcome) | <ul style="list-style-type: none"> ▪ Assess existing land use policies and building codes and identify affordable and special needs housing barriers ▪ Coordinate with affordable and special needs housing providers and County Planning and Zoning staff to review potential changes and their impact (e.g., land use density increases impact on the surrounding community, schools, etc.) ▪ Develop and implement a countywide policy for the equitable geographic distribution of affordable housing ▪ Ensure the habitability of existing housing for very-low, low and moderate income residents | <ul style="list-style-type: none"> ▪ 10% increase in the number of affordable and special needs housing over the next 5 years |
| Greater portion of elderly residents able to stay in their homes and maintenance of existing housing units in Miami-Dade County | <ul style="list-style-type: none"> ▪ Continue providing low interest rehabilitation loans to elderly homeowners ▪ Identify and market programs that assist the elderly with housing maintenance ▪ Provide resources to assist the elderly in accessing programs ▪ Expand the availability of assisted living facilities in low income public housing | <ul style="list-style-type: none"> ▪ 10% increase in the number of elderly homeowners served in one year ▪ 10% increase in the number of elderly users remaining in their homes within one year ▪ 200 new assisted living units in public housing within two years |
| Improved customer service and care in health and human services (priority outcome) | <ul style="list-style-type: none"> ▪ Develop and implement a training curriculum that addresses issues of professionalism, customer services, cultural and linguistic competence, etc. ▪ Establish uniform standards for service delivery including wait times, telephone responses, cleanliness of facilities, etc. ▪ Develop and implement uniform tools for customer service measurement, including promoting performance standards for all positions | <ul style="list-style-type: none"> ▪ 90% of customers of the health and human services area satisfied or very satisfied with service delivery and customer care within 3 years |

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| Reduction of health and human service unmet needs (priority outcome) | <ul style="list-style-type: none"> Enhance and expand interface and coordination between the County and other social services planning groups (such as the Alliance for Human Services, the Human Services Coalition, Youth Crime Task Force, etc.) to include joint prioritization of service needs and revenue development from County, federal, state, and private sources decisions in the funding/decision-making process priorities for CBO funding Continue to advocate at the state and federal level for additional health and human services funding Utilize a centralized planning approach to identify gaps in services and prioritize services that need dedicated sources of funding | <ul style="list-style-type: none"> 90% of residents satisfied or very satisfied with availability of health and human services <target pending> dollars in unfunded needs met over a 5 year timeframe |
| Improved information accessibility regarding available health and human services | <ul style="list-style-type: none"> Create community-wide directory of resources/services for mass distribution Link County web pages to community resources web pages Create communications workgroup involving all County department public relations directors to develop coordinated media campaign Enhance County-wide information dissemination system to include service costs and funding allocations Expand direct linkages to vital services/resources information through a user friendly computer network | <ul style="list-style-type: none"> 90% of residents expressing an opinion satisfied or very satisfied with information availability and accessibility within three years |
| Increased utilization of available health and human services across all neighborhood facilities | <ul style="list-style-type: none"> Enhance existing network of neighborhood based facilities such as Neighborhood Service Centers (DHS), Community Enrichment Centers (CAA) and One Stop Centers (MDHA) Expand use of mobile units Continue providing care at primary care centers, introducing specialty services at neighborhood clinics Ensure distribution of resources and service delivery availability in areas of greatest need as identified by neighborhood indicators in social service documents such as the Social Services Master Plan | <ul style="list-style-type: none"> 10% increase in utilization of services across all neighborhood facilities within three years |
| Improved community relations in Miami-Dade County | <ul style="list-style-type: none"> Develop, adopt and implement a comprehensive and coordinated plan for improving community relations (including educational programs, community events, programs for youth, and ensuring all communities have access to resources/services) Promote community relations activities to ensure greater participation | <ul style="list-style-type: none"> 80 percent of residents and businesses satisfied with Miami-Dade County's efforts to improve community relations within 5 years |